

WHAT IS CLAIMED IS:

1. A method for deploying a knowledge management tool over a worldwide computer network, comprising:
displaying a first portlet to a first user through a first web browser associated with the first user;
receiving information identifying the appearance and operation of a survey from the first user, the information identifying the appearance and operation of the survey being transmitted through the first portlet;
storing the information identifying the appearance and operation of the survey in a database operatively connected to a portal database server;
displaying a second portlet to a second user through a second web browser associated with the second user; and
displaying the survey to the second user through the second portlet
2. The method of claim 1, wherein the portlet comprises means for reviewing and confirming the information identifying the appearance and operation of the survey.
3. The method of claim 1, further comprising:
receiving one or more answers to the survey from the second user.
4. The method of claim 1, wherein the operation of the survey may be configured such that different questions are displayed to the second user based upon one or more answers received from the second user.
5. The method of claim 1, wherein the operation of the survey may be configured to display one or more suggested answers to at least one question within the survey.
6. The method of claim 3, further comprising:

generating a report based the one or more received answers, the report being a graphical indicator of what answers were received, and the report being displayable through either the first portlet or the second portlet or both.

7. The method of claim 1, wherein the information identifying the appearance and operation of the survey includes information related to at least three members selected from the group consisting of:
 - (a) survey name;
 - (b) identification of the recipients;
 - (c) allowing multiple replies to the survey;
 - (d) the placement of the survey on a second portlet;
 - (e) a set of end of survey options;
 - (f) welcome messages to the recipient; and
 - (g) closing comments to the recipient.
8. A method for deploying a knowledge management tool over a worldwide computer network, comprising:

displaying a first portlet to a first user through a first web browser associated with the first user;

receiving information identifying the appearance and operation of a FAQ from the first user; and

storing the information identifying the set of characteristics about the FAQ in a database operatively connected to a portal web server.
9. The method of claim 8, further comprising:

displaying to the user in the first portlet the information identifying the appearance and operation of the FAQ; and

receiving from the user data confirming the information identifying the appearance and operation of the FAQ.

10. The method of claim 8, further comprising:
displaying a second portlet to a second user through a second web browser associated with the second user; and
displaying the FAQ to the second user through the second portlet.
11. A computer-readable medium carrying one or more sequences of instructions for deploying a knowledge management tool over a worldwide computer network, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform the steps of:
displaying a first portlet to a first user through a first web browser associated with the first user;
receiving information identifying the appearance and operation of a survey from the first user, the information identifying the appearance and operation of the survey being transmitted through the first portlet;
storing the information identifying the appearance and operation of the survey in a database operatively connected to a portal database server;
displaying a second portlet to a second user through a second web browser associated with the second user; and
displaying the survey to the second user through the second portlet
12. The computer-readable medium of claim 11, wherein the portlet comprises means for reviewing and confirming the information identifying the appearance and operation of the survey.

13. The computer-readable medium of claim 11, further comprising:
receiving one or more answers to the survey from the second user.
14. The computer-readable medium of claim 11, wherein the operation of the survey may be configured such that different questions are displayed to the second user based upon one or more answers received from the second user.
15. The computer-readable medium of claim 11, wherein the operation of the survey may be configured to display one or more suggested answers to at least one question within the survey.
16. The computer-readable medium of claim 13, further comprising:
generating a report based the one or more received answers, the report being a
graphical indicator of what answers were received, and the report being
displayable through either the first portlet or the second portlet or both.
17. The computer-readable medium of claim 11, wherein the information identifying the appearance and operation of the survey includes information related to at least three members selected from the group consisting of:
 - (h) survey name;
 - (i) identification of the recipients;
 - (j) allowing multiple replies to the survey;
 - (k) the placement of the survey on a second portlet;
 - (l) a set of end of survey options;
 - (m) welcome messages to the recipient; and
 - (n) closing comments to the recipient.
18. A computer-readable medium carrying one or more sequences of instructions for deploying a knowledge management tool over a worldwide computer network,

wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform the steps of:

displaying a first portlet to a first user through a first web browser associated with the first user;

receiving information identifying the appearance and operation of a FAQ from the first user; and

storing the information identifying the set of characteristics about the FAQ in a database operatively connected to a portal web server.

19. The computer-readable medium of claim 18, further comprising:

displaying to the user in the first portlet the information identifying the appearance and operation of the FAQ; and

receiving from the user data confirming the information identifying the appearance and operation of the FAQ.
20. The computer-readable medium of claim 18, further comprising:

displaying a second portlet to a second user through a second web browser associated with the second user; and

displaying the FAQ to the second user through the second portlet.